

# Polycom RAS200A

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## Administrator's Guide

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# About This Guide

This document, *Polycom RAS200A Administrator's Guide*, describes how to configure, maintain, and troubleshoot errors for the Polycom RAS200A server.

## Documentation Resources

In addition to this guide, the available documentation that describes the Polycom RAS200A server includes:

- *Polycom RAS200A Getting Started Guide*
- *Deployment Guide*
- *Alcatel OmniPCX Enterprise User's Guide*

## Conventions

This guide follows these conventions:

- **Boldface** indicates an action that you perform in the application.
- *Blue italics* indicate references to other sections in this document.
- *Italics* indicate another related document.

## **Contacting Polycom Technical Support**

For additional help, contact your Polycom Administrator or Polycom Technical Support at one of the following:

- 1-800-POLYCOM
- 408-474-2050
- [techsupport@polycom.com](mailto:techsupport@polycom.com)

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# Overview of Polycom RAS200A

The Polycom RAS200A server provides a video conferencing management application that enables video communications in point-to-point and multipoint video conferences.

## Features and Capabilities

The Polycom RAS200A has the following features and capabilities

- Registration, maintenance, and management of VSX and PVX video endpoints.
- Registration, maintenance, and management of MGC devices, to enable multipoint video conferences.
- Video conference creation, modification, and deletion.
- Enabling of point-to-point and multipoint calls.

## Minimum System Requirements

To interact with the Polycom RAS200A, the client computer must meet the following minimum system requirements:

- Microsoft Windows XP Professional, SP2
- Internet Explorer 5.5
- Intel Pentium-II processor
- 64 MB RAM (128 MB is recommended)





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# Configuring the Polycom RAS200A

This chapter describes how to configure the Polycom RAS200A.

## Logging In

You access the Polycom RAS200A through Microsoft Internet Explorer.

### To access the Polycom RAS200A

1. Launch Internet Explorer.
2. Type the IP address of the system in the Address line, and press **Enter**.

For example: `http://YOUR_SERVER'S_IP_ADDRESS`

### To log in to the Polycom RAS200A

- >> Enter the Administrator's password, and click **Login**. The default password is `admin`.


### To download documentation for PVX VOA

1. On the Login screen, click the **Downloads** link.
2. In the screen that appears, select the guides or guides that you want to download, and click **OK**.

Figure 2-1 Login Screen



**To log out of Polycom RAS200A**

>> Click the red arrow, , in the upper-right corner of the screen.

## Entering Licensing Information

The Polycom RAS200A server includes a trial license for 50 seats, which allows you to start using the product immediately. The trial license is valid for up to 60 days, starting with the date of first time setup. In addition, you receive one or more license certificates, according to your order. You must activate each license to receive a license number.

**Note:** Licenses are available in 50, 100, and 200 seats. The Polycom RAS200A supports a maximum of 500 seats.

**To obtain a software license number**

1. Go to **System Setup > Licensing**. Record the Polycom RAS200A serial number, which is listed in the middle of the Licensing screen.
2. Go to <http://extranet.polycom.com/>.
3. Log in or create a new user account.
4. Go to **Polycom Resource Center Home > Product Activation**.
5. Enter the Polycom software license number listed on the license certificate and the serial number you recorded in step 1.
6. Click **Generate**.

7. When the license number appears, record it.

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#### To enter the license number in Polycom RAS200A

1. Go to **System Setup > Licensing**.
2. On the Licensing screen, enter the new license number and serial number, and click **Update**.

The license number appears in the list.

Figure 2-2 Licensing Screen

**ADMINISTRATOR VIEW** About

**Polycom RAS200A**

**DIRECTORY SETUP** **SYSTEM SETUP**

System Setup → Licensing

**LICENSING**

Serial Number:

New License Key:

Number Of Seats Currently Used: 4  
 System Serial Number: 0013D4013599

	LICENSE KEY	EXPIRATION DATE	SEATS
<input type="checkbox"/>	X8E2-02E1-8920-0000-0100	1/1/9999	500

## Changing the Password

Make sure you change the administrative system password after you have completed the first time setup.

#### To change the password

1. Open Internet Explorer and log in to the Polycom RAS200A server.
2. Go to **System Setup > Change Password**.
3. In the Change Password screen, enter the new password, confirm it, and then click **Update**.

Figure 2-3 Change Password Screen

The screenshot shows the 'ADMINISTRATOR VIEW' interface for a 'Polycom RAS200A'. The top navigation bar includes 'About' and a help icon. Below this, there are tabs for 'DIRECTORY SETUP' and 'SYSTEM SETUP'. Under 'SYSTEM SETUP', the path 'System Setup > Change password' is displayed. The main content area is titled 'CHANGE PASSWORD' and contains two input fields: 'New Password:' and 'Confirm New Password:'. At the bottom of the form are two buttons: 'Update' and 'Cancel'.

## Viewing or Changing Profiles

The Polycom RAS200A uses a profile to create conferences on the MGC and can create a profile automatically when you add an MGC to the Polycom RAS200A.

**Note:** You can only view or change the profile name.

### To view or change the current profile name

1. Go to **System Settings > Profiles**.

The current profile name appears in the Profiles screen.

2. In the Profiles screen, enter the name of the new profile in the Profile Name field, and click **Update**.

Figure 2-4 Profiles Screen

ADMINISTRATOR VIEW About

**Polycom RAS200A**

DIRECTORY SETUP SYSTEM SETUP

System Setup ➔ Profiles

**PROFILES**

Profile name:

## Changing System Settings

You can modify Polycom RAS200A system settings.

### To change Polycom RAS200A settings

1. Go to **System Setup > System Settings**.
2. On the System Settings screen, enter required changes and click **Update**.

Figure 2-5 System Settings Screen

ADMINISTRATOR VIEW About

**Polycom RAS200A**

DIRECTORY SETUP SYSTEM SETUP

System Setup ➔ System settings

**SYSTEM SETTINGS**

System Name:

IP Address:

Subnet Mask:

Default Gateway:

DNS Server:

Current Date:

Current Time:

System Time Zone:

Auto adjust for Daylight Saving? ☐

**Note:** If you change the IP address, the system requests that you restart the Polycom RAS200A.

In this screen, you specify the following information:

Item	Description
System Name	Defines the NetBIOS name of the Windows server. Must be between 6 and 16 characters long; dashes and underscores are valid characters.
IP Address	Defines the static IP address of the server.
Subnet Mask	Defines the network's subnet mask for the server's IP address.
Default Gateway	Defines the static IP address of the server's gateway.
DNS Server	Defines the static IP address of the DNS server.
Current Date	Specifies the current system date of the Polycom RAS200A. If you change the date, the system date of the Polycom RAS200A also changes.
Current Time	Specifies the current system time of the Polycom RAS200A. If you change the time, the system time of the Polycom RAS200A also changes.
System Time Zone	Specifies the time zone in which the system resides.
Auto adjust for daylight savings	Select this check box to adjust the clock automatically for daylight savings time.

## Setting up MGC Devices

To monitor and manage MGC devices, you must add them to the Polycom RAS200A server.

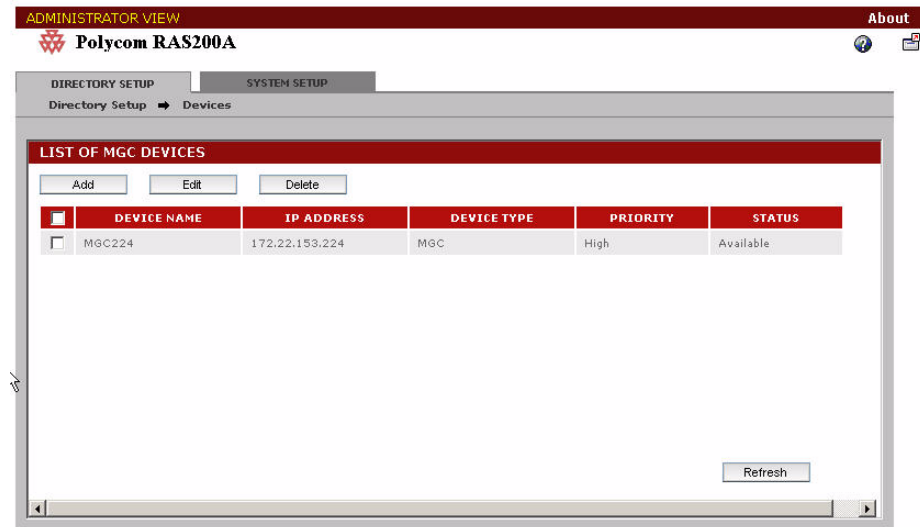
### To add MGC devices

1. Go to **Directory Setup > Devices**.

The List of MGC Devices screen appears. In this screen, you can add, change, delete, and update the status of MGC devices.

**Note:** The Polycom RAS200A only lists MGC devices that have registered with it. You manually register the MGCs by adding them to the List of MGC Devices screen.

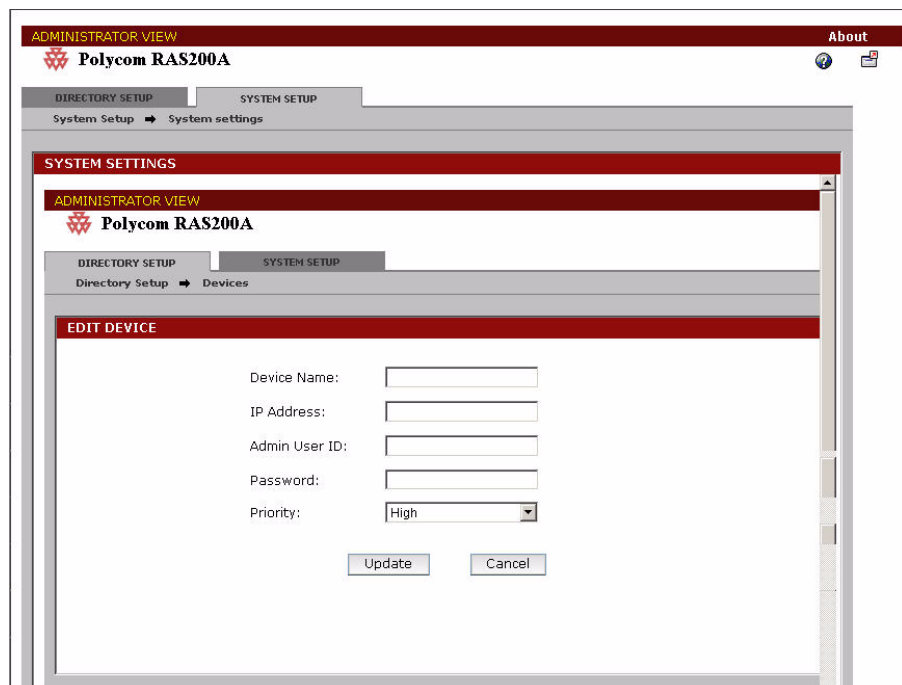
Figure 2-6 List of MGC Devices Screen



2. Click **Add**.

The Add Device screen appears.

Figure 2-7 Add Device Screen



3. In the Device Name field, enter the name of the MGC.
4. In the IP Address field, enter the IP address of the MGC controller.

5. In the Admin User ID field, enter the administrative user's login ID for the MGC.
6. In the Password field, enter the password of the administrative user for the MGC.
7. In the Priority drop-down list, select High, Medium, or Low. The priority specifies the order of MGCs to use when you have multiple MGCs. Five is the lowest priority; zero is the highest priority.
8. Click **Update**.
9. Repeat steps 7 through 13 to add multiple MGCs.

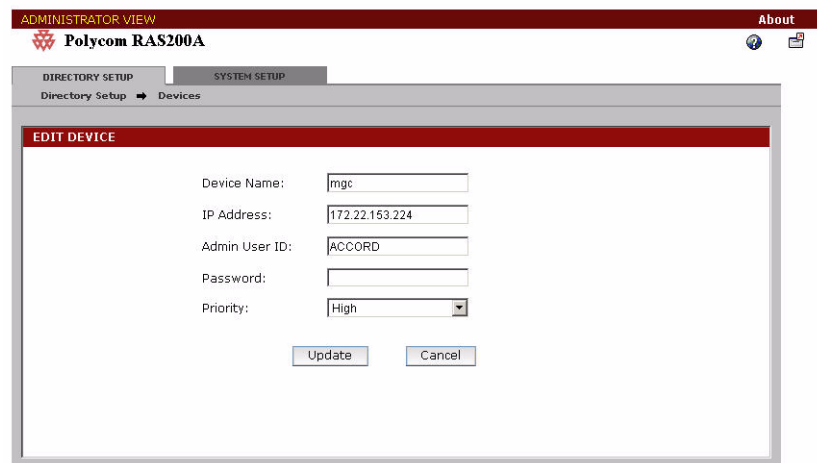
## Editing MGC Devices

You can change device settings for MGCs.

### To edit MGC device settings

1. Go to **Directory Setup > Devices**.
2. In the List of Devices screen, select the device you want to change and click **Edit**.
3. In the Edit Device screen, make your changes. You can change the IP address, the administrative user's login ID, the administrative user's password, and the priority.

Figure 2-8 Edit Device Screen



The screenshot shows the 'ADMINISTRATOR VIEW' for a 'Polycom RAS200A' device. The interface has a top navigation bar with 'About' and a help icon. Below this, there are two tabs: 'DIRECTORY SETUP' and 'SYSTEM SETUP'. Under 'DIRECTORY SETUP', there is a sub-tab 'Devices'. The main content area is titled 'EDIT DEVICE' and contains the following fields:

- Device Name:
- IP Address:
- Admin User ID:
- Password:
- Priority:

At the bottom of the form are two buttons: 'Update' and 'Cancel'.

4. When you are done, click **Update**.  
The List of MGC Devices screen updates to reflect your changes.



## Deleting MGC Devices

When you no longer use a specified MGC, you can delete it from your network.

### To delete MGC devices

1. Go to **Directory Setup > Devices**.
2. In the List of Devices screen, select the device you want to remove and click **Delete**.

A confirmation message asks whether you want to delete the selected item.

3. Click **Yes** to confirm the deletion or **No** to cancel your request.
4. If you click **Yes**, the List of MGC Devices screen updates to remove the selected item from the list.



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# Maintaining the Polycom RAS200A

This chapter describes how to maintain the Polycom RAS200A server.

## Shutting Down the Server

If you need to shut down the Polycom RAS200A system, turn off the power with the button on the front panel or use remote access to shut down the server gracefully.

## Rebooting the Server

You can reboot the server.

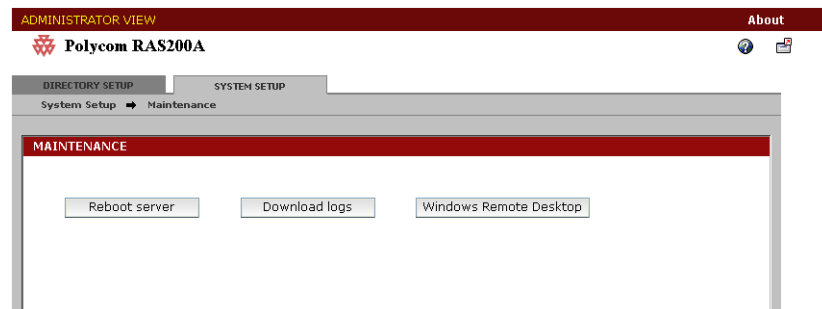
**Note:** You should only restart the server when a fatal error has occurred.

### To restart the server

1. Go to **System Settings > Maintenance**.

The Maintenance screen appears.

*Figure 3-1 Maintenance Screen*



2. Click **Reset Server**.

A confirmation message appears asking whether you want to reboot the server. The following warning message appears.

*Figure 3-2 Warning Message*

Warning: resetting the server is recommended only in extreme cases. This action will reboot the server and stop all services for a while.

3. Select **Continue**.

The system automatically reboots.

## Downloading Log Files

You can download log files to send to Polycom Technical Support for troubleshooting purposes.

### To download log files

1. Go to **System Settings > Maintenance**.

The Maintenance screen appears.

2. Click **Download Logs**.

3. When the File Download dialog box appears, click **Save** to save the LogFiles.zip file to your local drive.

## Upgrading the Server

You can update the system software by doing one of the following:

- Open Internet Explorer. In the Address line, type the URL **[http://www.polycom.com/resource\\_center](http://www.polycom.com/resource_center)** and download the updated software from this location.
- Request a software update on CD-ROM from your Polycom Sales Representative.

### To install a software upgrade

1. Do one of the following:

- If you downloaded the software update from the Polycom Web site, double-click the executable file to start the installation process.

- If you ordered a CD-ROM, insert it in the CD drive. The installation process should start automatically.
- 2. Follow the on-screen instructions in the Installation wizard to complete the upgrade installation.

## Performing a Factory Reset

A factory reset returns the system to its original state, without any configuration. A factory reset may be required only when an internal system error has occurred or the server does not start. If possible, you should back up the database before you perform a factory reset.

**Note:** You should perform a factory reset only if Polycom Technical Support informs you it is required. To ensure a successful implementation, you and Polycom Technical Support should go through this procedure together.

### To perform a factory reset

1. Insert the System Rescue CD into the CD drive and restart the system.  
The system automatically restores the factory default settings. A success message appears when the original disk image has been restored, which may take up to ten minutes.
2. Remove the CD from the CD drive and restart the server by turning it off and then on.
3. Complete the first time setup according to instructions listed in the *Polycom RAS200A Getting Started Guide*.
4. Reinstall all software upgrades and restore the database.

## Maintaining the Database

Polycom provides a utility, RAS200ABackupRestore.exe, to back up and restore the internal database. You can run this utility remotely, directly on the server, or in unattended mode from the command line. If you want to perform periodic backups, use the following command:

```
RAS200ABackupRestore -backup <backup folder>
```

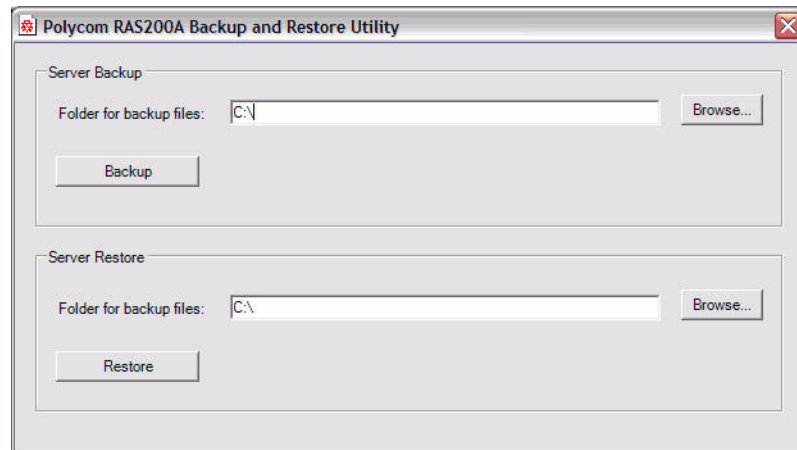
For example: RAS200ABackupRestore -backup c:\tmp backs up the database to the c:\tmp folder.

**To start this utility**

- >> On the server's desktop, double-click the **RAS200ABackupRestore.exe** file.

The Polycom RAS200A Backup and Restore Utility dialog box appears. The top half enables you to back up the database. For instructions, see [Backing up the Database](#). The bottom half enables you to restore the database. For instructions, see [Restoring the Database](#).

Figure 3-3 Polycom RAS200A Backup and Restore Utility Dialog Box



## Backing up the Database

When you back up the database, the resulting file that the utility creates has a .bak extension and a pre-defined name of "DirServicesYYYYMMDD." For example, a file created on March 1, 2006 is automatically named "DirService20060301.bak."

**Note:** You can only back up the database to a local drive. It is recommended that you store the database backup file in a safe network location.

**To back up the database**

1. In the Server Backup section, in the Folder for backup files: field, type the destination folder name for the database backup file. Alternatively, click **Browse** to locate this folder on your local drive.

**Note:** Do not include a back slash (\) at the end of the folder name.

2. Click **Backup** to start the backup process, which takes only a few seconds.
3. If the process is successful, an informational message appears. If the process is not successful, an error message appears.

4. If an error message appears, retry the backup procedure.
5. If the error message reappears, contact Polycom Technical Support.

## Restoring the Database

Before you start the restoration process, complete the following:

- Lock the database to prevent access during the restoration process.:
- Stop the Polycom service. Go to **Start > Settings > Control Panel > Administrative Tools > Services**.

### To restore the database

Note: You can only restore the database to a local drive.

1. In the Server Restore section, in the Folder for backup files: field, type the full path and name of the input file to use for restoring the database. Alternatively, click **Browse** to locate this file.

Note: To prevent database corruption, make sure you identify the correct source file to use for restoring the database.

2. Click **Restore** to start the restoration process.
3. If the process is successful, an informational message appears. If the process is not successful, an error message appears.
4. If an error message appears, retry the restoration procedure.
5. If the error message reappears, contact Polycom Technical Support.
6. After the database has been restored, restart the Polycom service.





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# Troubleshooting

This chapter describes how to troubleshoot problems on the Polycom RAS200A server.

## Checking the Server Status

On the Login screen, make sure the status of the Polycom RAS200A system is “Ready.” If the status is “Not Ready,” click the **Status** link. The server’s status should change to “Ready” in about five minutes.

## Verifying the MGC Device Status

On the List of MGC Devices screen, you can check the status column to view the device status of each MGC. Make sure the status is “Available.” If the status is “Not Available,” click **Refresh**. The device’s status should change to “Available” in about five minutes.

## Using the Failure Viewer Utility

The failure viewer utility can provide additional technical information for Administrators and Polycom Technical Support when calls do not go through successfully. For example, if a device was busy and rejected a call as a result, the associated line in the failure viewer includes the participant’s name and the error description: “Error 486 - Busy here.” This utility is installed and accessible on the desktop of the Polycom RAS200A server.

### To use the failure viewer utility

1. Double-click the **Failure Utility** icon on the desktop.

The Polycom RAS200A Failure Viewer Utility screen appears.

Figure 4-1 Polycom RAS200A Failure Viewer Utility Screen

Date	Time	Session ID	Session D...	User 1	User 2	User 3	Failed Command	Error Code
05/07/2006	11:39:11.560	10001083	P2P				HoldP2PSession failed	Hold called ...
05/07/2006	11:39:50.001	10001086	P2P Sessi...				MergeSessions failed	MGC was n...
05/07/2006	11:39:50.001	10001083	P2P Sessi...				MergeSessions failed	MGC was n...
05/07/2006	14:57:43.956	10001000	P2P				HoldP2PSession failed	Hold called ...
05/07/2006	14:59:20.519	10001003	P2P				HoldP2PSession failed	Hold called ...
05/07/2006	15:03:56.353	16777249	SendStat...	393255			SendStatusNotification f...	Object refer...
05/07/2006	15:10:53.513	10001021	P2P				HoldP2PSession failed	Hold called ...

2. The default path for the log file appears in the Input Log File field. To select a different input log file, click **Browse**.
3. Enter the requested information in the Filtering Options section.
4. Click **Show Log** to display the list of errors based on the specified filtering options below this section.
5. Click the **Close** box when you are done.

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